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Agent Briefing

News from Covered California

Volume: 2 Issue: 13

October 20, 2015

AGENT AGREEMENT

New Amendment to Agent Contract & Required Voter Registration Training

All Certified Insurance Agents must sign the amended Agent Agreement. The amendment addresses changes in federal regulations along with other important contract revisions including:

- Removal of language specific to payment for Medi-Cal enrollment assistance
- Commission rates for the small group market expansion (51-100 Full-Time Equivalent employees)
- Annual federal voter registration training requirement

Watch your email for the Agent Agreement amendment! It's vital to the continuation of your certification that you review and sign all documents **by November 15, 2015.**

- Covered California will begin sending the Agent Agreement amendment, Voter Registration training and Certificate

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- [Small Business](#)
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- [Agent Resources](#)
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REMINDERS

- [Contact Your Regional Sales Representative Today](#)
- [ACA-Compliant Health Plans](#)
- [Small Business Agent Online Enrollment Portal Available Now](#)

of Completion to Certified Insurance Agents this week via DocuSign®.

[READ MORE](#)

RENEWAL & OPEN ENROLLMENT



Countdown to 2016 Coverage

Are you ready for the Open Enrollment season? Covered California's Renewal period started as of October 12, 2015 and Open Enrollment begins in **12 days!**

2016 Plans and Benefits Update Webinar

Watch our [webinar](#) where we discuss the new health and dental plan options available through the Individual Marketplace. The

- [New Covered California for Small Business Website & Partner Toolkit](#)
- [Director of Outreach and Sales Discusses Opportunities for Agents in California Broker](#)
- [Sell Small Group Coverage through the Agent Storefront Program](#)
- [New Medicare Fact Sheet](#)
- [Webinars & Briefings Archive](#)
- [Open Enrollment Paper Calculator](#)
- Enrolling in Quality Coverage: A Step-by-Step Guide
 - a. [English](#)
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- [Covered California Store](#)
- [Renewal Toolkit](#)
- [Social Media Toolkit for Individual Marketplace](#)
- [Webinars & Briefings Archive](#)
- [Small Business Outreach Toolkit](#)

IMPORTANT DATES

- 10/21 – Covered California Health Plans Regional Rates Webinar
- 11/1 – Start of Open Enrollment season for 2016 coverage
- 11/15 – Deadline for submitting new Agent Agreement and Voter Registration training certification via DocuSign

webinar covers new offerings in the marketplace and important changes to the Covered California's standard benefit designs.

Covered California now has Family Dental Plans for 2016! Don't miss the information on our website [here](#) or the presentation in the Renewal Tool Kit [here](#).

Introducing Two New 2016 Covered California Health Plans



Oscar Health is a new health plan now available through CoveredCA.com this year, serving Los Angeles and Orange Counties. Visit their [broker resources page](#), where you can find information on Oscar's plans, network and other resources to help you as you interact with consumers. Agents must be contracted to sell plans through Oscar Health. To get appointed with Oscar Health [visit their website](#) and contact one of their General Agent partners listed on the site.



UnitedHealthcare is another new offering on CoveredCA.com for 2016. Consumers can choose between the Core PPO and Core Essential EPO plans, giving them access to UnitedHealthcare's entire Core and Core Essential network, including physicians and facilities in California, Arizona and Nevada.

UnitedHealthcare plans are available in these areas:

- Northern California (Alpine, Amador,

UPCOMING OUTAGES

- Sunday, October 25, 2015 from 8:00 a.m. to Sunday, October 25, 2015, 2015 at 11:00 p.m.

PREVIOUS ISSUES

[October 6, 2015](#)
[September 22, 2015](#)
[September 10, 2015](#)
[August 28, 2015](#)
[August 11, 2015](#)



Our mission is to increase the number of insured Californians, improve health care quality, lower costs, and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

CoveredCA.com
(800) 300-1506

Butte, Calaveras, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Nevada, Plumas, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity, Tuolumne, Yuba)

- Santa Cruz, Monterey, San Benito
- Fresno, Kings, Madera
- San Luis Obispo, Ventura, Santa Barbara Mono, Inyo, Imperial

Agents must be contracted to sell plans through UnitedHealthcare. To get appointed with UnitedHealthcare call (800) 474-4467 and choose Option 5 or get started online at [Get Appointed](#).

You can learn more about UnitedHealthcare's offerings with Covered California, by attending the upcoming UnitedHealthcare webinar or the Covered California UnitedHealthcare member experience training on November 12, 2015. [View UnitedHealthcare webinar dates](#) or the Covered California [member experience schedule](#).

Renewal Toolkit 2016 – New Updates Available!

Your renewal resources *one-stop shop*.

New this week:

- [Job Aid: Enrollment Transaction Definitions](#) – Glossary of frequently used terms in the online enrollment system.
- [Job Aid: Covered California Plan Selection](#) – Step-by-step instructions for assisting Individuals with reviewing and selecting a Covered California health insurance plan and/ or family dental plan.
- [Job Aid: Renewal](#) – Illustrates renewal

- functionality from the consumer login.
- [Job Aid: Income Pages](#) – Directions for inputting income information in the Individual Marketplace single streamlined application.
 - [Job Aid: Current Enrollment and Enrollment History](#) – Instructions for viewing enrollment records in online enrollment system.
 - [Job Aid: Report a Change](#) – Instructions for making changes to consumer application information.
 - [Job Aid: Single Streamlined Application](#) – Provides an overview of the Individual Marketplace single streamlined application with explanations and instructions for each page of the application

[Renewal Toolkit 2016](#)

SMALL BUSINESS

Small Business Quoting for January 1, 2016

New rates for Covered California for Small Business health plans will be available this week for January 1, 2016 effective dates. Agents reviewing health coverage options with small businesses should contact Covered California's General Agents or the Covered California for Small Business sales team [for a quote](#).

Three Things To Know About The Small Business Online Agent Portal

Covered California for Small Business [announced](#) the launch of its agent online enrollment portal last month. If you are not familiar with [the online portal](#), Certified Insurance Agents can now enter new small group cases online for faster, more immediate processing times.

If you have already logged into the online portal or are thinking about doing so, here are three things you should know.

[READ MORE](#)

Submit Your Cases Up to Five Business Days Before An Effective Date

Covered California for Small Business wants to remind you that small group applications can be submitted from agents and consumers up to five business days prior to the group's chosen effective date. This rule applies regardless of how the application is submitted—whether via paper application or using the [agent online portal](#). As always, Covered California must receive premium payment by the first of the month for coverage to be effectuated.

For your convenience, included below is an Application & Payment Deadline schedule for the next three months.

Covered California for Small Business Application & Payment Deadlines		
Application	Premium	Coverage
Received by	Received by	Begins
Oct. 23, 2015	Nov. 1, 2015	Nov. 1, 2015
Nov. 23, 2015	Dec. 1, 2015	Dec. 1, 2015
Dec. 23, 2015	Jan. 1, 2016	Jan. 1, 2016

WEBINARS

Covered California Health Plan Regional Rates

Tomorrow, October 21st, Covered California will present a webinar to provide an overview of the 2016 Regional Rate and Plan Information Booklet to support agents as they assist consumers with understanding their enrollment options.

Mark your calendars:

Wednesday, October 21, 2015
10:00 a.m. - 11:00 a.m.

An updated [schedule](#) of upcoming webinars is now available for you to view online. To register for all our webinars, please use the following link [here](#).

Department of Managed Health Care (DMHC)

Next Wednesday, October 28th, the Department of Managed Health Care (DMHC) will present a webinar to educate agents about

the organization, their regulatory function and how they service consumers.

Mark your calendars:

Wednesday, October 28, 2015
2:00 p.m. -3:00 p.m.

An updated [schedule](#) of upcoming webinars is now available for you to view online. To register for all our webinars, please use the following link [here](#).

APPLICATION UPDATES

Agent Portal Login Issues Due to Expired Passwords

Have you recently had trouble logging onto the Agent Portal for the single streamlined application? It may be because your password has expired. The Agent Portal now requires agents to reset their password every sixty days to ensure the safety of both agent and client information.

When your password expires, the system will prompt you to reset your password. You must enter your current password and answer your security questions correctly. If you fail to do either, or have not set up security questions, you will be redirected to a Contact Us page.

As always, when setting up an online account or resetting your password, you must adhere to Covered California's [password standards](#). If you continue to have login issues, contact the Agent Service Center for assistance.

AGENT RESOURCES

New Agent Storefront Website & Promotional Video

Covered California is ramping up efforts to promote the Agent Storefront Program to consumers this year during Renewal and Open Enrollment. In support of that, the consumer-side of the Agent Storefront Website has been updated to make it faster and easier for consumers to find a storefront near them.

In order to meet the increased level of interest in the Agent Storefront Program this quarter, we encourage you to [apply to become an agent storefront](#) today and take advantage of the great resources and support for participating agents. Check out the [User Guide](#) we'll be sharing with consumers or the new promotional video for the program below:

Shop & Compare Tool Updates

Covered California's [Shop & Compare tool](#) has been updated for Open Enrollment! Visit the tool online for early access to 2016 Health Plan Rate information and resources to come soon.

Updated Print Materials Available

You can now order printed Open Enrollment brochures and factsheets online. View the marketing materials on the [Printable Materials toolkit](#) and visit our [official print store](#) to order:

- NEW! 2015/2016 Open Enrollment Paper Calculator
- New! 2015/2016 Enrolling in Quality Health Coverage
- Enrolling in Quality Health Coverage
- Getting Affordable Health Coverage in California

These pieces are available in both English and Spanish

SOCIAL MEDIA

Social Media Toolkit Updated for Fourth Quarter

Covered California has updated the [library of social media tools for agents](#) for Renewal and Open Enrollment! Access the toolkit for pre-approved content in Spanish and English, shareable images and profile pictures for Facebook and Twitter for you to share online as you promote Covered California's offerings to your social media followers.

Covered California's Agent Service Center

Phone: (877) 453-9198

Monday - Friday

8:00 a.m. - 6:00 p.m.

E-mail: Agents@covered.ca.gov

Check the [October Agent Service Center calendar](#) for availability.

Do you have suggestions for how we can make this newsletter better? Contact us at OutreachandSales@covered.ca.gov. We want to hear from you.

Visit our [Link To Us](#) webpage to access official Covered California buttons which you can include on your website or any other digital marketing materials.

This message was intended for: emaqala@pinnacletpa.com
You were added to the system November 12, 2013.
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